

Attorney's Docket No. 9259-2

D.J
#2 4-3-02
JDS/Refers
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re: Lester et al.

Serial No.: To Be Assigned

Filed: Concurrently Herewith

For: METHODS, SYSTEMS, AND COMPUTER PROGRAM PRODUCTS FOR PROVIDING AUTOMATED CUSTOMER SERVICE VIA AN INTELLIGENT VIRTUAL AGENT THAT IS TRAINED USING CUSTOMER-AGENT CONVERSATIONS

JC996 U.S. PRO
10/076963
02/15/02

Date: February 15, 2002

BOX PATENT APPLICATION
Commissioner for Patents
Washington, DC 20231

INFORMATION DISCLOSURE STATEMENT

Sir:

Attached is a list of documents on form PTO-1449 together with a copy of each identified document. It is requested that these documents be considered by the Examiner and officially made of record in accordance with the provisions of 37 C.F.R. § 1.97 and Section 609 of the MPEP. The Commissioner is hereby authorized to charge any additional fee, which may be required, or credit any refund, to our Deposit Account No. 50-0220.

Respectfully submitted,


D. Scott Moore
Registration No. 42,011

Customer Number:



20792

PATENT TRADEMARK OFFICE

CERTIFICATE OF EXPRESS MAILING

Express Mail Label No. EV 015663425 US

Date of Deposit: February 15, 2002

I hereby certify that this correspondence is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to: BOX PATENT APPLICATION, Commissioner for Patents, Washington, DC 20231.


Traci A. Brown

Substitute form 1449A/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Sheet 1 of 1

Sheet 1 of 1 Attorney Docket Number . 9259-2

Complete if Known

Application Number

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Concurrently Herewith

First Named In

Lester et al.

Group Art Unit

10 of 10

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U.S. PATENT DOCUMENTS

FOREIGN PATENT DOCUMENTS

OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS

Examiner Signature _____ Date Considered _____

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.